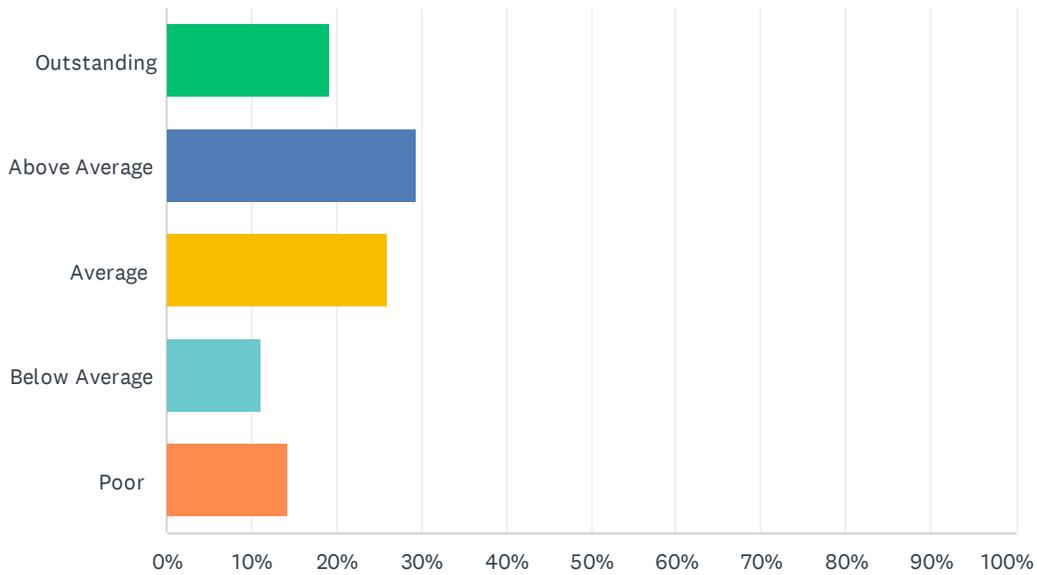


## Q1 How would you rate your overall experience today?

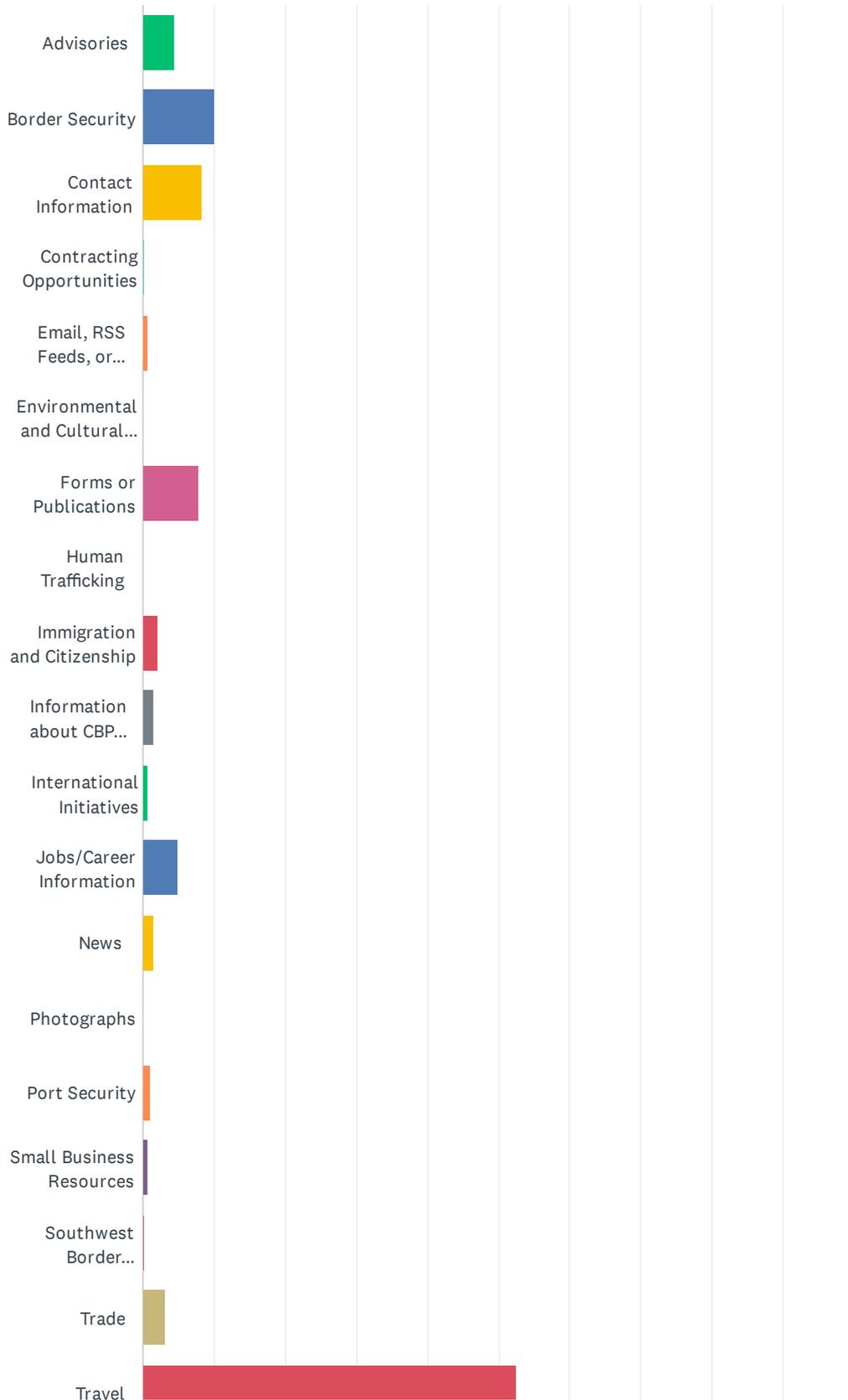
Answered: 2,183 Skipped: 0



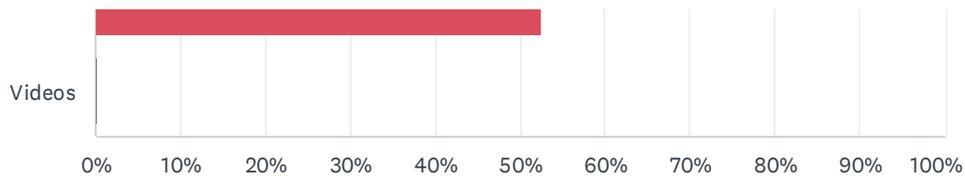
ANSWER CHOICES	RESPONSES	
Outstanding	19.15%	418
Above Average	29.50%	644
Average	25.97%	567
Below Average	11.18%	244
Poor	14.20%	310
<b>TOTAL</b>		<b>2,183</b>

## Q2 What information were you looking for today?

Answered: 2,183 Skipped: 0



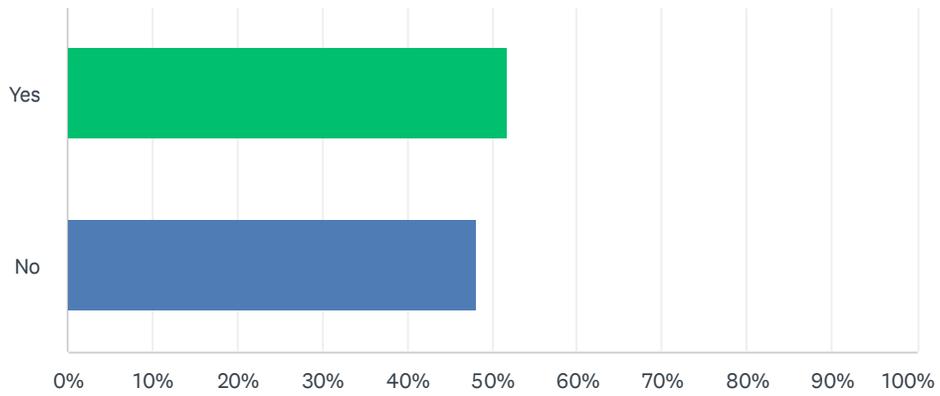
## Customer Satisfaction Survey



ANSWER CHOICES	RESPONSES	
Advisories	4.58%	100
Border Security	9.99%	218
Contact Information	8.29%	181
Contracting Opportunities	0.27%	6
Email, RSS Feeds, or Subscription Services	0.69%	15
Environmental and Cultural Stewardship	0.09%	2
Forms or Publications	7.97%	174
Human Trafficking	0.05%	1
Immigration and Citizenship	2.15%	47
Information about CBP (leadership, history, etc.)	1.47%	32
International Initiatives	0.60%	13
Jobs/Career Information	4.81%	105
News	1.42%	31
Photographs	0.05%	1
Port Security	1.01%	22
Small Business Resources	0.60%	13
Southwest Border Unaccompanied Alien Children/Family Unit	0.23%	5
Trade	3.16%	69
Travel	52.36%	1,143
Videos	0.23%	5
<b>TOTAL</b>		<b>2,183</b>

### Q3 Were you able to complete the purpose of your visit?

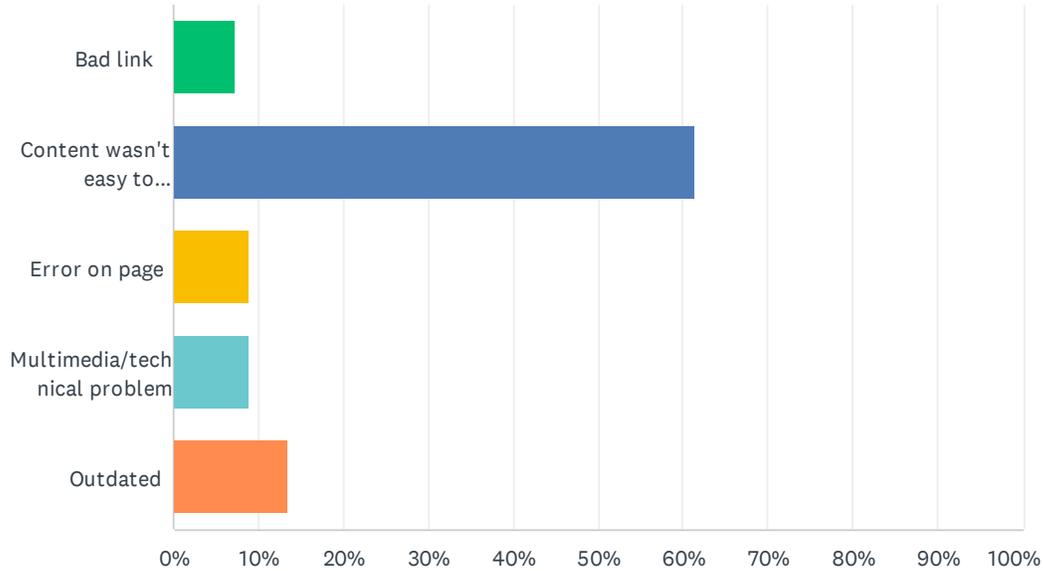
Answered: 2,183 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	51.72%	1,129
No	48.28%	1,054
TOTAL		2,183

Q4 If you answered "No" to question 3, please select the option that best describes your difficulty.

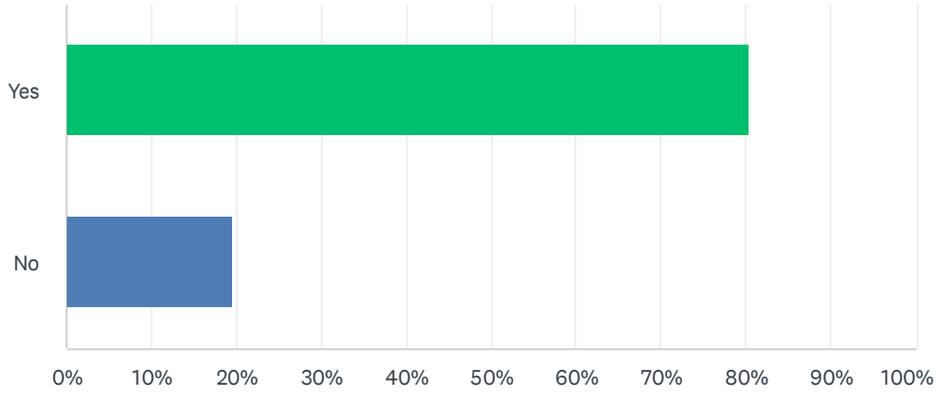
Answered: 1,021 Skipped: 1,162



ANSWER CHOICES	RESPONSES	
Bad link	7.15%	73
Content wasn't easy to understand	61.41%	627
Error on page	8.91%	91
Multimedia/technical problem	9.01%	92
Outdated	13.52%	138
TOTAL		1,021

### Q5 Would you still return to this website if you could get this information or service from another source?

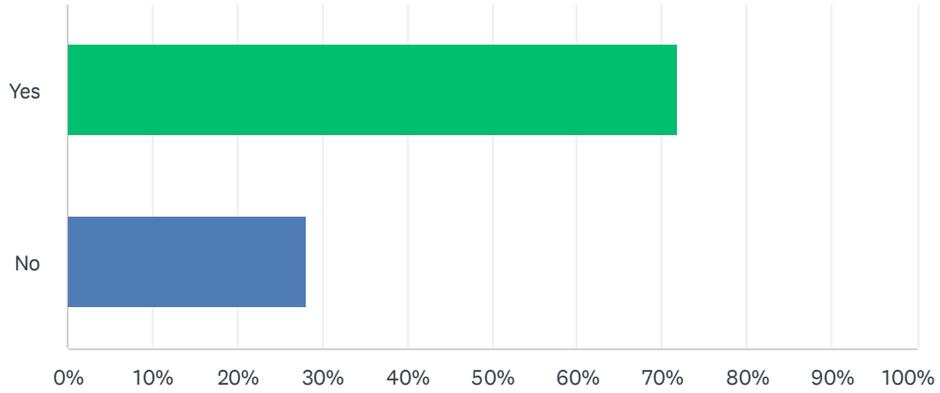
Answered: 2,183 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	80.30%	1,753
No	19.70%	430
TOTAL		2,183

### Q6 Will you recommend this website if you could get this information or service from another source?

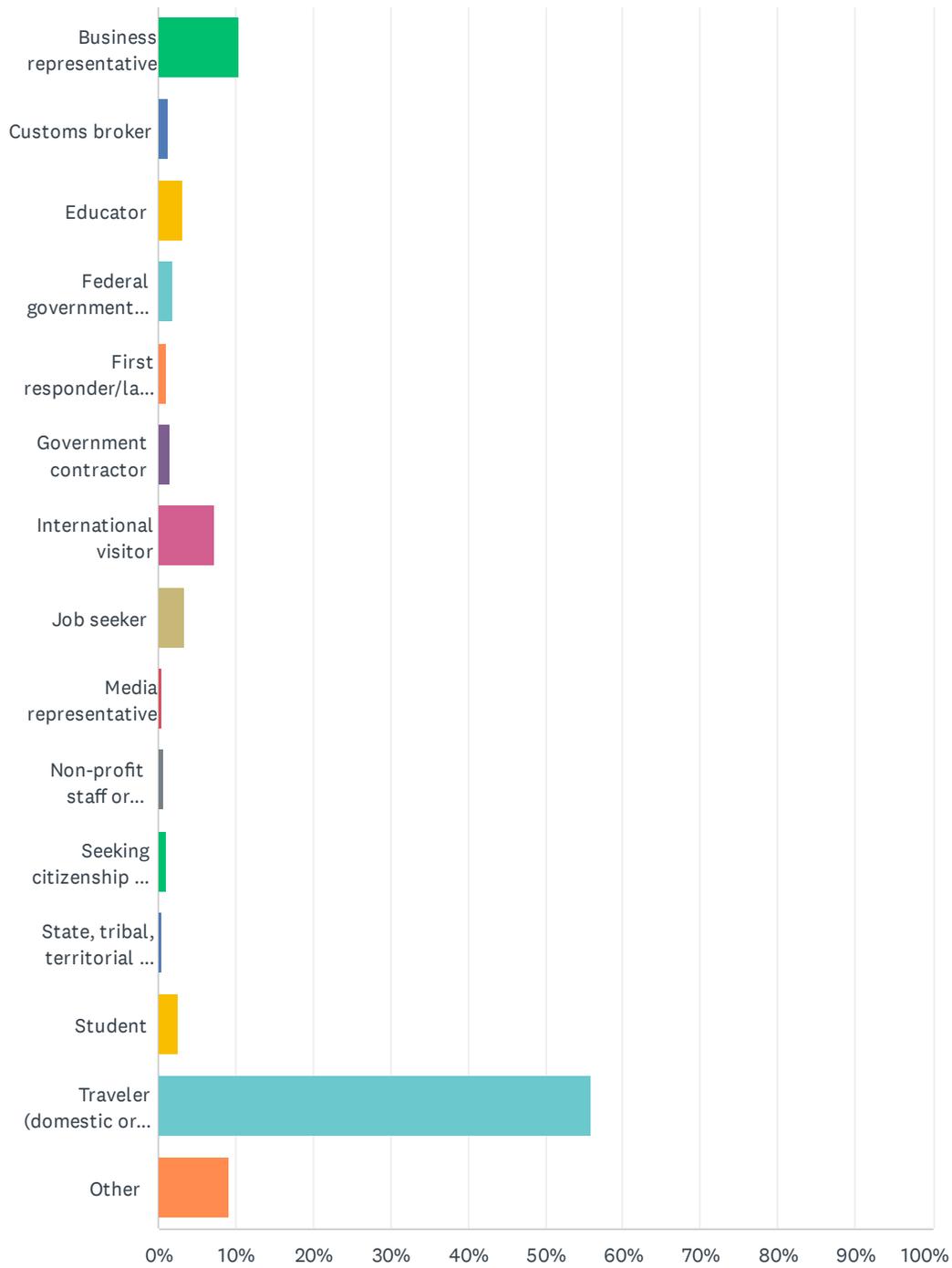
Answered: 2,183 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	71.87%	1,569
No	28.13%	614
TOTAL		2,183

## Q7 Which of the following best describes you?

Answered: 2,183 Skipped: 0

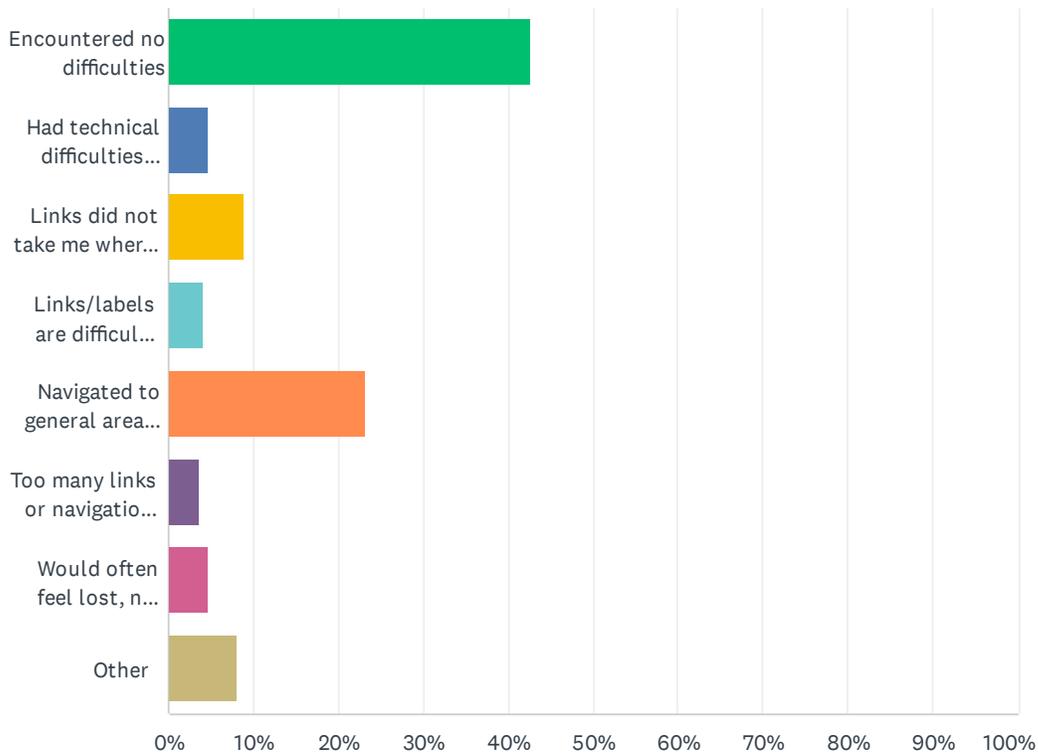


## Customer Satisfaction Survey

ANSWER CHOICES	RESPONSES	
Business representative	10.40%	227
Customs broker	1.33%	29
Educator	3.30%	72
Federal government employee	2.02%	44
First responder/law enforcement official	1.05%	23
Government contractor	1.42%	31
International visitor	7.15%	156
Job seeker	3.39%	74
Media representative	0.32%	7
Non-profit staff or volunteer	0.73%	16
Seeking citizenship or immigration information	1.01%	22
State, tribal, territorial or local government representative	0.37%	8
Student	2.47%	54
Traveler (domestic or international)	55.89%	1,220
Other	9.16%	200
<b>TOTAL</b>		<b>2,183</b>

## Q8 Please describe your experience finding your way around today.

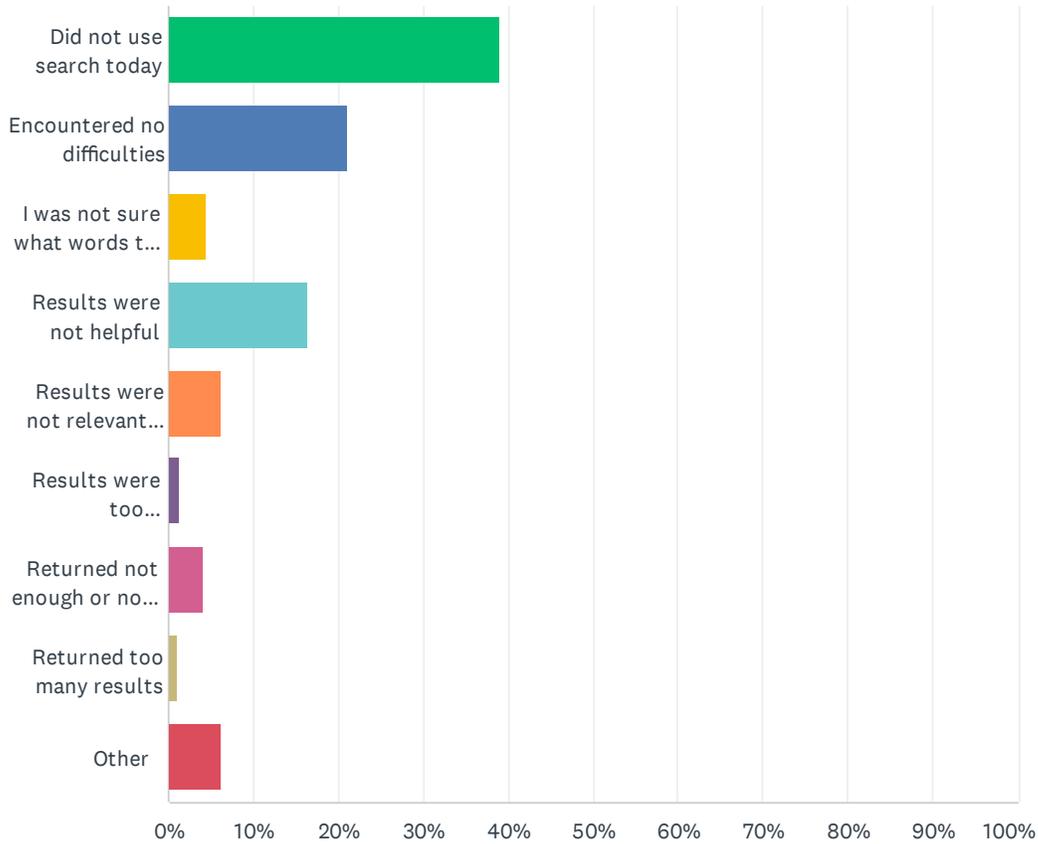
Answered: 2,183 Skipped: 0



ANSWER CHOICES	RESPONSES	
Encountered no difficulties	42.65%	931
Had technical difficulties (e.g. error messages, broken links)	4.72%	103
Links did not take me where I expected	9.02%	197
Links/labels are difficult to understand, they are not intuitive	4.08%	89
Navigated to general area but couldn't find the specific content needed	23.18%	506
Too many links or navigational choices	3.57%	78
Would often feel lost, not know where I was	4.67%	102
Other	8.11%	177
<b>TOTAL</b>		<b>2,183</b>

## Q9 How was your experience using our site search?

Answered: 2,183 Skipped: 0



ANSWER CHOICES	RESPONSES	
Did not use search today	39.07%	853
Encountered no difficulties	21.16%	462
I was not sure what words to use in my search	4.40%	96
Results were not helpful	16.49%	360
Results were not relevant to my search terms or needs	6.09%	133
Results were too similar/redundant	1.37%	30
Returned not enough or no results	4.03%	88
Returned too many results	1.15%	25
Other	6.23%	136
<b>TOTAL</b>		<b>2,183</b>